

Fuel For Thought

The Fuel Manager Quarterly Newsletter - January 2002
Comprehensive Computer Programs for Petroleum/Propane Dealers

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Happy New Year! We wish you, your business and your family all the best in 2002!

FM News

We need your help. North Carolina customers, please send your e-mail addresses to Charlie and Texas customers, please send yours to Nancy. We have a new FM update to distribute to all technical support customers and e-mail makes the process a lot quicker! That way you can begin to enjoy the enhancements that much faster!

Customer Highlight

Danny Tripp, owner and operator of Westside Oil Company located in Dunn, North Carolina, has been serving the fuel needs of commercial, farm, and home users since 1984. His eastern N.C. customers are located in Harnett, Sampson, Cumberland, and Johnson counties. They have learned to rely on Westside Oil for prompt, dependable delivery of gasoline, diesel fuel, fuel oil

#2, and kerosene products for various needs.

Westside Oil installed the Fuel Manager in 1995 to get better information and efficiently for its office and record keeping chores. Tripp says the system has performed well and meets his needs in a highly satisfactory manner. He is also well pleased with the support provided his company whenever assistance is needed.

Danny Tripp turns to fishing on the NC Coast in the Ocean Isle Beach area when he feels the need to get away from the pressures of running a business.

Questions and Answers

Question: How do I determine

how much of a product a customer has used in a certain time frame?

Answer: From the Main Menu, go to #2 Reports Menu, then B Customer Sales or Usage Report, then choose Usage, Combined History (if you want information over several months), then enter date range, and product numbers to be included in the report. You can select by a specific account type and/or tank type. This report comes in handy for determining customer usage in a quick and concise manner.

Question: How do I track the serial numbers of appliances?

Answer: A new field has been added to the inventory file to allow for the listing of serial numbers for each major appliance such as heaters. From the Main Menu, go to #6 Inventory Menu, #2 File Maintenance, #1 Item Master Maintenance, there is now a question Serial Number yes or no. By entering Y for Yes, a new screen opens asking for the product serial number, a description, date received, issue

to date and customer number.

Question: How do I take a customer out of bad debt?

Answer: From the Main Menu, go to #1 Account Maintenance, #1 Customer File, the B for Bad Debt. This is a hidden option, not used often, which allows you to move a bad debt customer back into the general accounts receivable.

Question: How do I use the price lock feature?

Answer: This new feature allows you to "pre-sale" gas at a set price, and then track it for you. Let's say Mr. Jones agreed to buy 800 gallons of propane at \$1.00 per gallon. From the Main Menu, choose #1 Account Maintenance, #1 Customer File, #1 Maintain Customer Account File, #8 Customer Price Lock. Enter the customer number and product code, then the start date, end date, gallons, price. The system will keep up with the gallons sold. If by end date, all gallons have not been purchased, an additional cost per

gallon can also be added. Price lock information can be viewed in the Customer Inquiry screen.

Lessons from Life

from Reverend Purnell Bailey:

Benjamin Franklin was 81 years of age when he spoke at the convention where our Constitution was being framed. The representatives from the colonies were in tense, trying and difficult days.

Franklin rose and said, "I have lived, Sirs, a long time; and the longer I live, the more convincing proof I see of this truth: "That God governs in the affairs of men. And if a sparrow cannot fall to the ground without His notice, is it probable that an empire can rise without His aid?"

We have been assured, Sirs, in the Sacred Writing, that 'except the Lord build the house, they labor in vain that build it'. I firmly believe this, and I also believe that, without His concurring aid, we shall succeed in this

political building no better than the Tower of Babel."

Blessed is the Nation whose God is the Lord! Psalm 33:12

Business Tips

Unfortunately, viruses are being spread through the Internet at a vicious rate again. We wanted to remind you of the importance to protect your system by installing an anti-virus software. You can download a free one from www.grisoft.com If viruses continue to plague your computer, Joe recommends a firewall software. A basic firewall protection program for small businesses can be downloaded for free from www.zone-labs.com.

Joe wanted to remind everyone that : A Backup a Day, keeps Joe, Charlie and Nancy away. Sometimes we all get busy and forget to do a backup, but it is a must!! Unfortunately, some backups are not being done properly, give us a call so that we can verify your backups.

The FUEL MANAGER

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